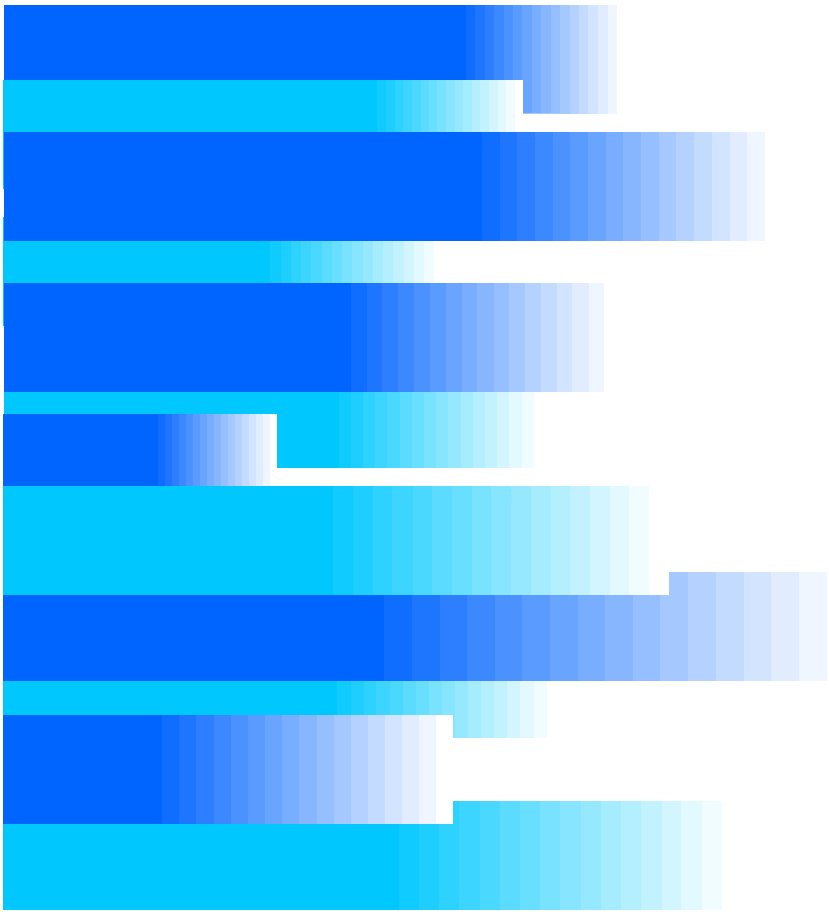
Panasonic

Operating Instructions

Back-End Server/Back-End Streaming Server/Service Watch (Back-End Application)

Model No. AG-JJLBE20P

TOUGHBOOK Arbitrator 360° mobile digital video system



Back-End Streaming Server is not available at present.
Upgrading is scheduled for the future.

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For obtaining the software, contact your supplier.

■ Display in this manual

Display on the screen may differ from the actual product.

Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

Overview

Service Watch is a system to monitor the Back-End server and to record its operations as a log. Using this log, an administrator can watch the conditions of the Back-End server and plan maintenance. Service Watch can restart the Back-End server.

Operating Environment

A PC that meets the following operating environment is required for user of this application.

CPU : Intel Quad Core Xeon 5430 2.66 GHz or more
RAM : 2 GB or more
OS : Windows Server 2003 Service Pack 2 or later
Windows Server 2008 Standard Edition SP2
DB : Microsoft SQL Server 2008 Standard Edition Service Pack 1
Add on : .Net Framework 3.5 Service Pack 1
Adobe Reader 8 or 9

Installing/Uninstalling

Installing

The Back-End application is installed with the following procedures. Each application can be installed on separate computers connected via a network. For installing the application, .Net Framework 3.5 Service Pack 1 and SQL server must be installed on the computer.

1. **Install the Back-End Server application.**

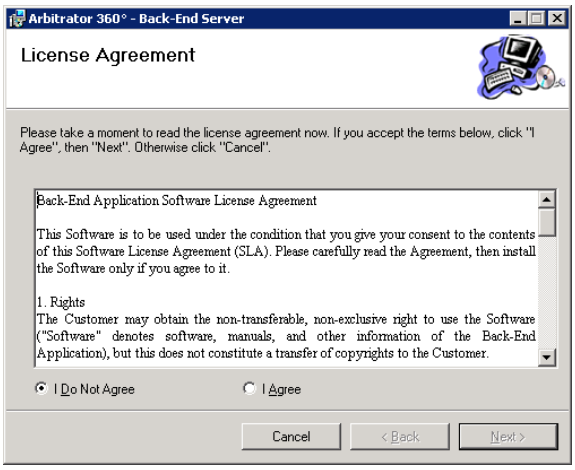
Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

Preparation

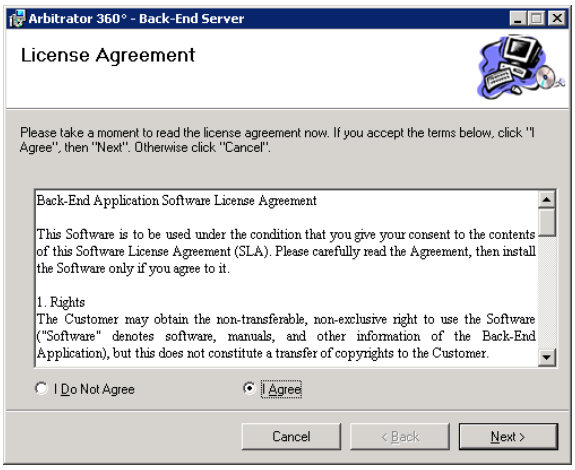
1. **Download ".Net Framework 3.5 Service Pack 1" from the Microsoft download site.**
   If .Net Framework 3.5 has been installed, update it.
2. **Install the ".Net Framework 3.5 Service Pack 1" following the instructions.**
3. **Install the SQL server named "Microsoft SQL Server 2008 Standard Edition".**
4. **Select the SQL Server certification.**
5. **Select the Full-Text Search.**
6. **Select the SQL Server Browser.**
7. **Install the SQL server.**
   If the SQL server has been installed, new installation is not required. Update the SQL server.
8. **Create a user account for an OS belonging to the Administrators group.**
   Using the authority of this user, execute the Back-End Server.
   The user is exclusive for executing the Back-End Server. Do not delete this user, user name, or password.
9. **Login the OS with the new user and install the Back-End Server, following the steps in "Installing the Back-End Server application."**
   After installation, the Back-End Server operates with the Local System account. For changing the user account, see "Service Tab," page 13.

Installing the Back-End Server application

1. **Click on the BESSetup.msi.**
   The License Agreement screen appears


Arbitrator 360° - Back-End Server
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
Back-End Application Software License Agreement
This Software is to be used under the condition that you give your consent to the contents of this Software License Agreement (SLA). Please carefully read the Agreement, then install the Software only if you agree to it.
1. Rights
The Customer may obtain the non-transferable, non-exclusive right to use the Software ("Software" denotes software, manuals, and other information of the Back-End Application), but this does not constitute a transfer of copyrights to the Customer.
I Do Not Agree
I Agree
Cancel
< Back
Next >

2. **Select "I Agree".**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Back-End Application Software License Agreement
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I Do Not Agree
I Agree
Cancel
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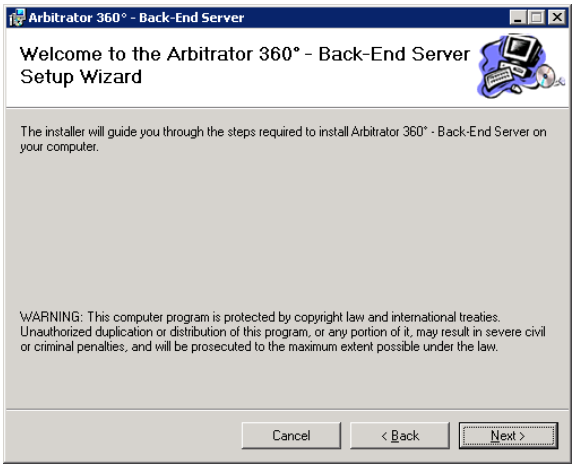
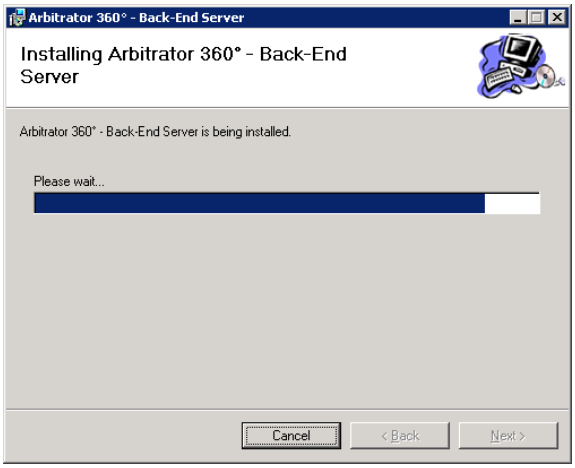
Next >

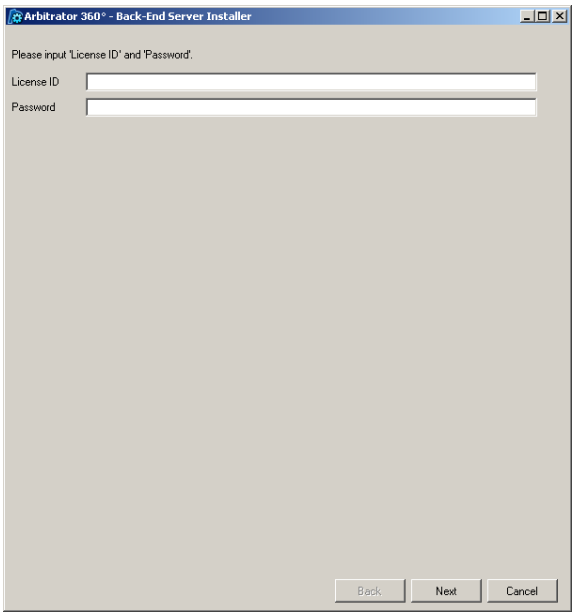
3. **Click on [Next].**


Arbitrator 360° - Back-End Server
Welcome to the Arbitrator 360° - Back-End Server Setup Wizard
The installer will guide you through the steps required to install Arbitrator 360° - Back-End Server on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

4. Click on [Next].
The file will be transferred to the following folder:
/Program Files/Panasonic/BES

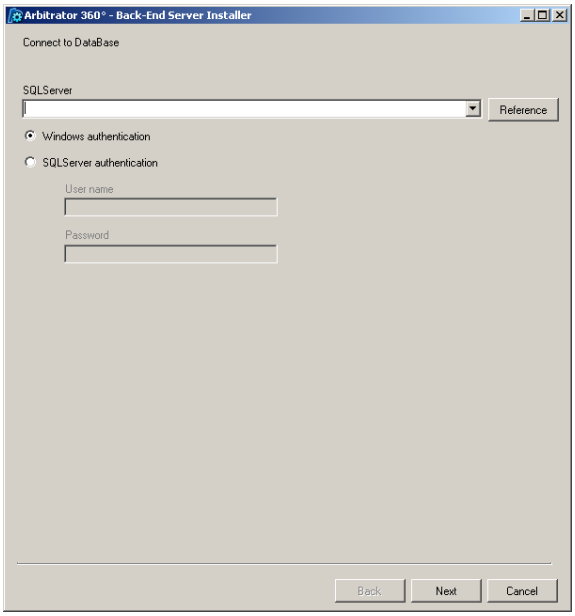

Arbitrator 360° - Back-End Server
Installing Arbitrator 360° - Back-End Server
Arbitrator 360° - Back-End Server is being installed.
Please wait...
Cancel
< Back
Next >

When the file transfer is completed, the screen shown below appears.



5. Enter the License ID and Password.

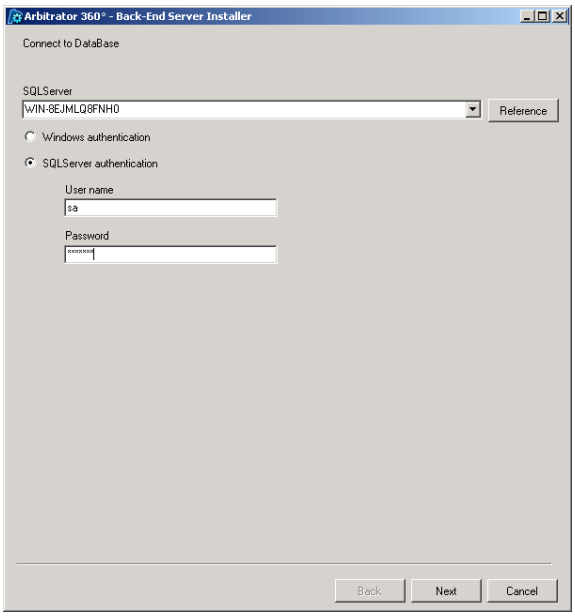
6. Click on [Next].
The screen shown below appears.



7. Select the SQL Server from the dropdown list.
For referring the SQL server that can be currently connected, click on [Reference].
If the SQL Server name is not displayed on the dropdown list, SQL Server Browser services may not be activated. Follow the procedures below to activate the SQL Server Browser services, then click on [Reference] again.

1. **Click on [Start].**
2. **Select Control Panel.**
3. **Double-click on Administrative Tools.**
4. **Double-click on Services.**
5. **Right-click on the SQL Server Browser services then click on Start.**

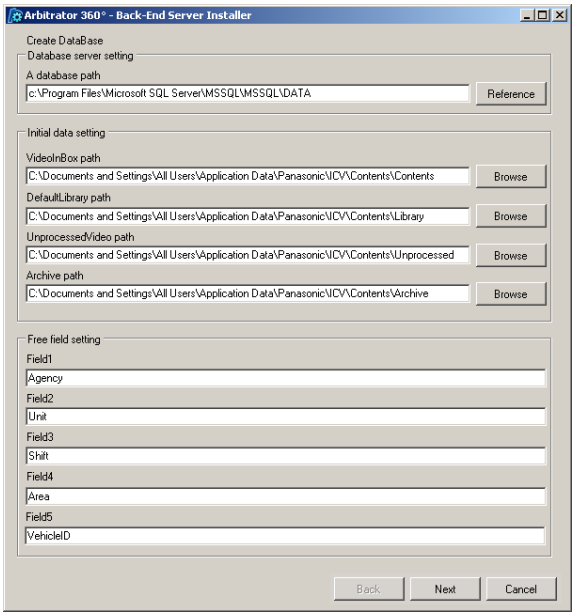
8. Select “SQL Server authentication”.
For SQL Server authentication, a user name and password of a user for the SQL server having sysadmin authentication is required. To use the Windows authentication, the installer should be started by a user having administrator authority.



9. Enter the same user name as that used for installing the SQL server.

10. Enter the same password as that used for installing the SQL server.

11. Click on [Next].
The screen shown below appears.



Database server setting: For specifying to save the database file

Initial data setting: For specifying the saving path for various data

Video InBox path: For temporarily saving video files before registering the database

Default Library path: For saving video files

Unprocessed Video path: For saving unprocessed video files

Archive path: For saving archive files

Free field setting: For naming of five fields used as metadata

Naming the fields
The name defined in the free field setting will be displayed on the Front-End application, Back-End Client application, and Back-End Administrator application. Up to 50 characters can be used in a field name.

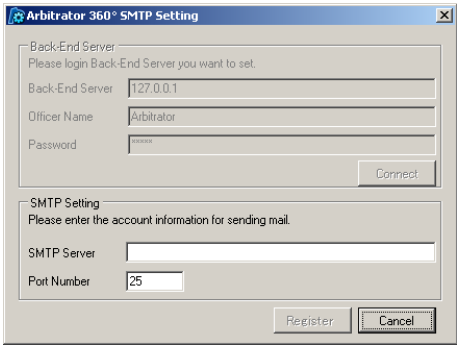
Field1: For defining the name of Field1
Field2: For defining the name of Field2
Field3: For defining the name of Field3
Field4: For defining the name of Field4
Field5: For defining the name of Field5 (Use the name, such as Source or Vehicle, because the system uses Field5 for distinguishing vehicles.)

Note

The name set here cannot be changed in the application.

12. Set the settings and path if necessary.

13. Click on [Next].
The screen shown below appears.

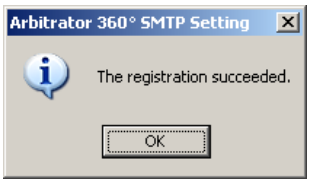


14. Enter the SMTP Server address in SMTP Server field.
(For details, refer to the Operating Instructions for the Back-End Administrator application.)

15. Enter the Port Number.
Normally use the default setting “25.”

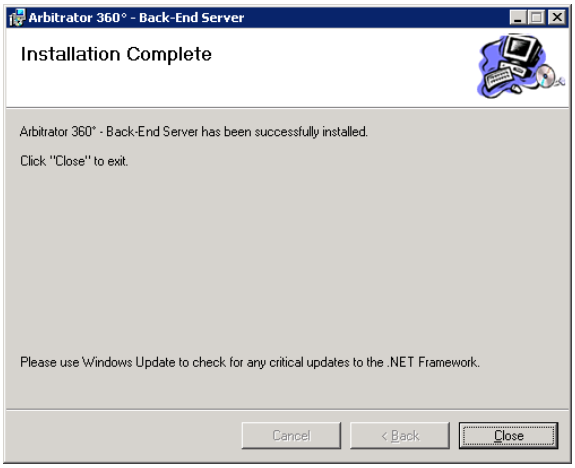
16. Click on [Register].

The registration success dialog box appears.



17. Click on [OK].

The screen shown below appears.


Arbitrator 360° - Back-End Server
Installation Complete
Arbitrator 360° - Back-End Server has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

18. Click on [Close].

Installation is completed.

Once installation is completed, the service will start. The service will be activated once the OS has started up.

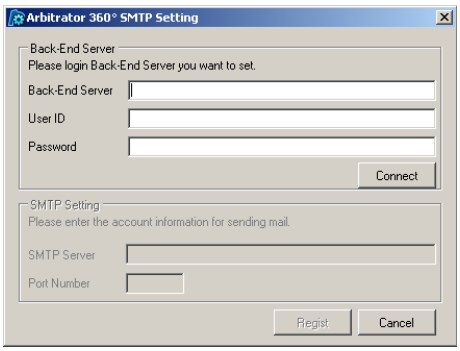
Setting the SMTP Server

If the SMTP setting has been canceled or the SMTP Server is intended to be set later, follow the procedures below.

1. Double-click on SMTPSetting.exe in the folder shown below where the Back-End Server has been installed.

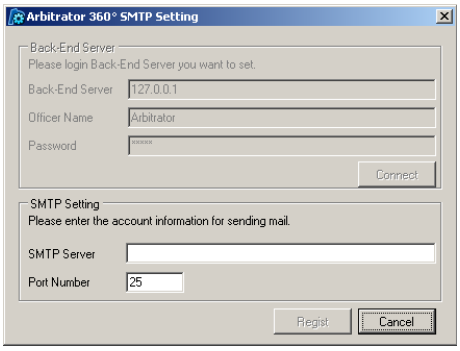
C:\Program Files\Panasonic\ICV\BES\SMTPSetting.exe

The screen shown below appears.



2. Enter the address of the Back-End Server, User ID, and Password.

3. Click on [Connect].

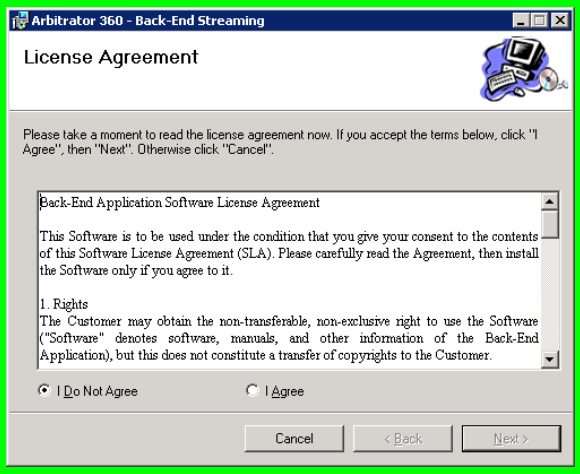


4. Follow steps 14 to 18 above.

Installing the Back-End Streaming Server application

To install the Back-End Streaming server application, the Back-End Server application should be installed.

1. **Click on the BEStreamingSetup.msi.**
   The License Agreement screen appears.


Arbitrator 360 - Back-End Streaming
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Back-End Application Software License Agreement
This Software is to be used under the condition that you give your consent to the contents of this Software License Agreement (SLA). Please carefully read the Agreement, then install the Software only if you agree to it.
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The Customer may obtain the non-transferable, non-exclusive right to use the Software ("Software" denotes software, manuals, and other information of the Back-End Application), but this does not constitute a transfer of copyrights to the Customer.
I Do Not Agree
I Agree
Cancel
< Back
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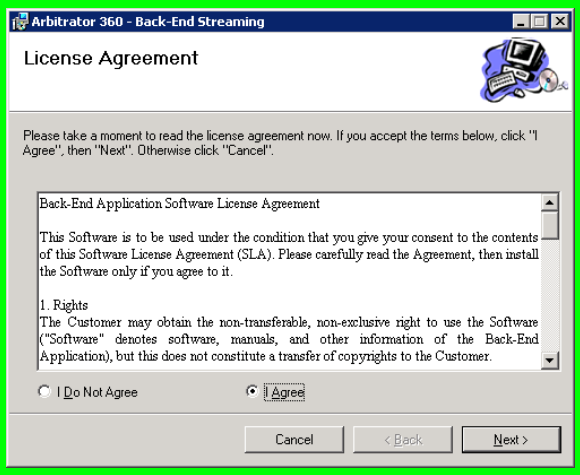
2. **Select "I Agree".**


Arbitrator 360 - Back-End Streaming
License Agreement
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Back-End Application Software License Agreement
This Software is to be used under the condition that you give your consent to the contents of this Software License Agreement (SLA). Please carefully read the Agreement, then install the Software only if you agree to it.
1. Rights
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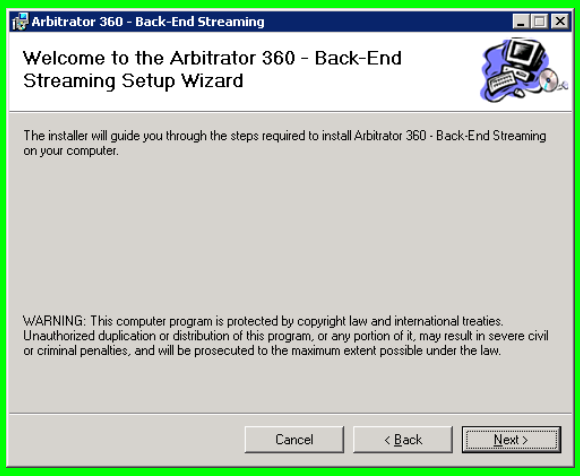
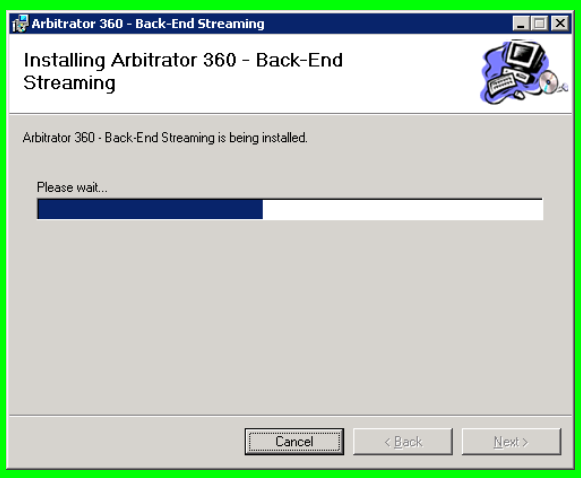
I Do Not Agree
I Agree
Cancel
< Back
Next >

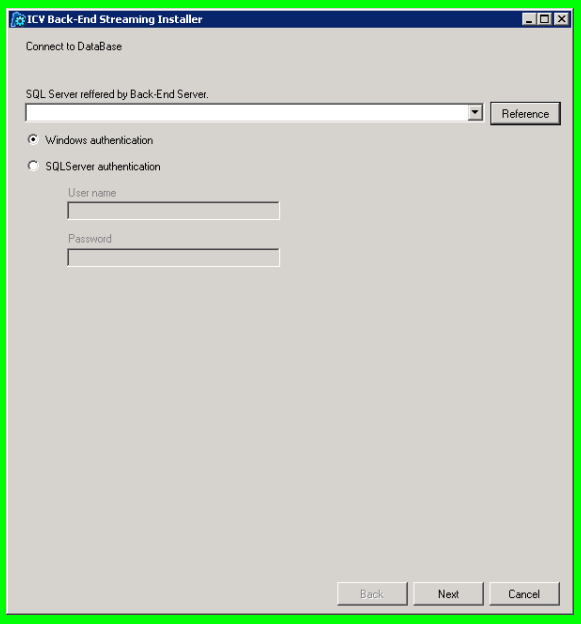
3. **Click on [Next].**


Arbitrator 360 - Back-End Streaming
Welcome to the Arbitrator 360 - Back-End Streaming Setup Wizard
The installer will guide you through the steps required to install Arbitrator 360 - Back-End Streaming on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

4. **Click on [Next].**
   The file will be transferred to the following folder: /Program Files/Panasonic/BESS


Arbitrator 360 - Back-End Streaming
Installing Arbitrator 360 - Back-End Streaming
Arbitrator 360 - Back-End Streaming is being installed.
Please wait...
Cancel
< Back
Next >

When the file transfer is completed, the screen shown below appears.



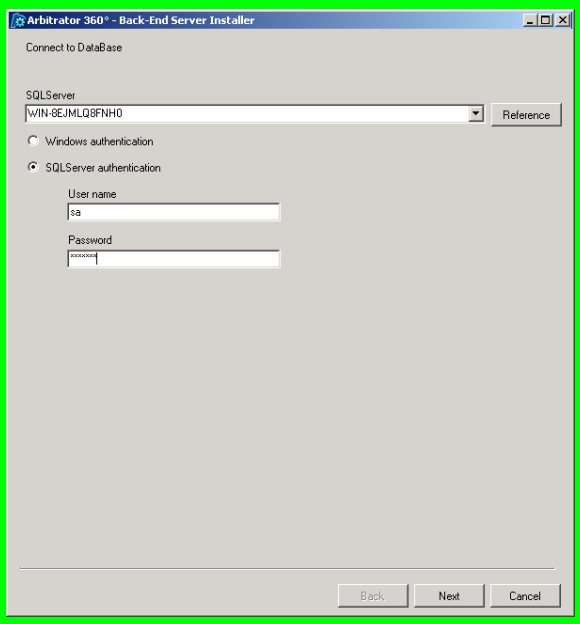
5. **Select the SQL Server that is used with the Back-End Server application from the dropdown list.**
   For referring the SQL server that can be currently connected, click on [Reference].
   If the SQL Server name is not displayed on the dropdown list, SQL Server Browser may not be activated. Follow the procedures below to activate the SQL Server Browser, then click on [Reference] again.

   1. Click on [Start].
   2. Select Control Panel.

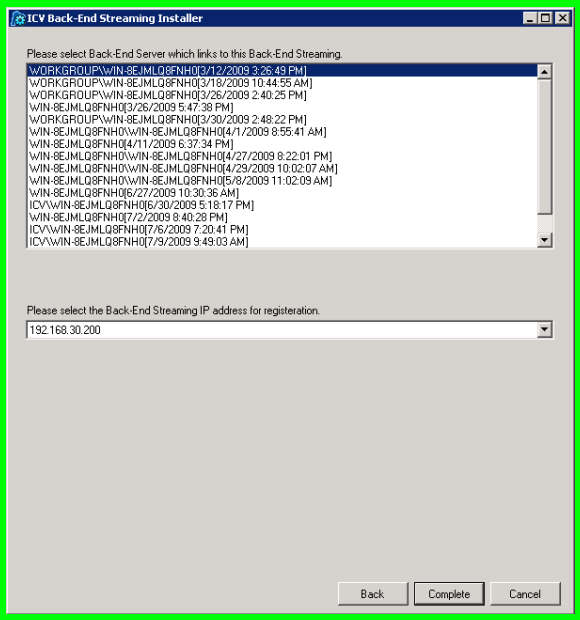
Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

3. Double-click on Administrative Tools.
4. Double-click on Services.
5. Right-click on the SQL Server Browser services then click on Start.

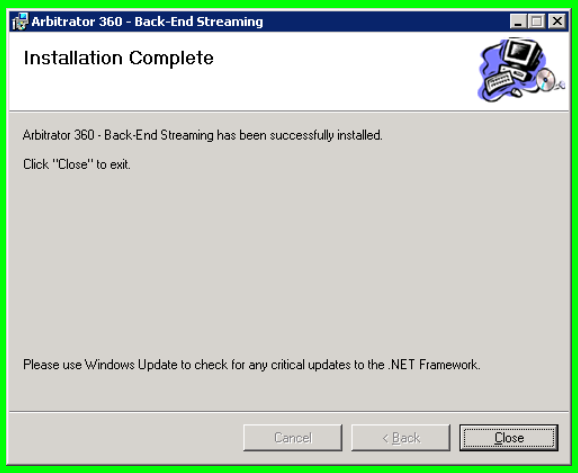
6. Select “SQL Server authentication”.
7. Enter the same user name as that used for installing the SQL server.
8. Enter the same password as that used for installing the SQL server.



9. Click on [Next].
The screen shown below appears.



10. Select the Back-End Server that will be linked with the Streaming Server from the list.
11. Specify the IP address of the Streaming Server for being accessed by the Back-End Client.
12. Click on [Complete].
The screen shown below appears.


Arbitrator 360 - Back-End Streaming
Installation Complete
Arbitrator 360 - Back-End Streaming has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

13. Click on [Close].
Installation is completed.

Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

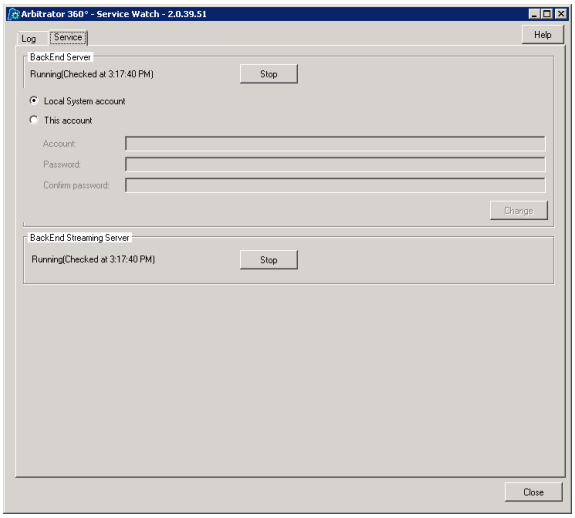
Uninstalling

Uninstall the Back-End Server application and Back-End Streaming Server application following the procedures below.

Before uninstalling

Before uninstalling the Back-End Server and Back-End Streaming Server, be sure to stop them.

1. **Start the Service Watch.**
2. **Click on the Service tab.**



3. **Click on [Stop] in Back-End Server section to stop the Back-End Server.**
4. **Click on [Stop] in Back-End Streaming Server section to stop the Back-End Streaming Server.**

Uninstalling Procedures for Windows Server 2003

1. **Click on [Start].**
2. **Select Control Panel.**
3. **Select Add or Remove Programs.**
   The Currently installed programs window opens.
4. **Select the program to be uninstalled.**
5. **Click on [Remove].**
   A confirmation message appears.
6. **Click on [Yes].**
   Uninstalling of the selected program starts.

Uninstalling Procedures for Windows Server 2008

1. **Click on [Start].**
2. **Select Control Panel.**
3. **Double-click on Programs and Features.**
   The Uninstall or change a program window opens.
4. **Select the program to be uninstalled.**
5. **Click on Uninstall.**
   The User Account Control window opens.
6. **Click on [Continue].**
   The Uninstall window opens.
7. **Click on [Uninstall].**
   Uninstalling of the selected program starts.

Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

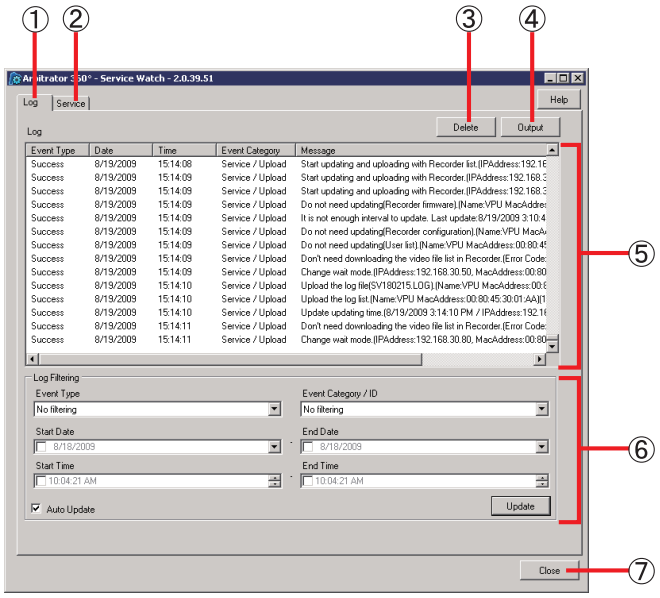
Startup

1. **Turn on the PC and the Memory Card Video Recorder.**
2. **Click on the Service Watch icon on the desk top.**
   The Service Watch screen is displayed.

Description of the Screen Display

When the Service Watch icon on the desktop of the PC is clicked on, the screen shown below appears.

Log Tab



① **Log tab**
For displaying the Log list and setting the filtering conditions.

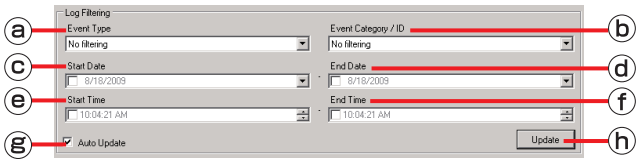
② **Service tab**
For displaying the service information.
(See “Service window” on page 15.)

③ **Delete button**
Click on this button to delete the log on the Log list.

④ **Output button**
Click on this button to output the Log list as a text file.

⑤ **Log List**
Shows the logs of the Back-End Server operations after being filtered. The list will be updated in real time if End Time is unchecked.
If you double-click on an item, the Information screen for that item will be displayed.
(See “Log details” on page 15.)

⑥ **Log Filtering**
For specifying the filtering conditions.



ⓐ **Event Type**
The logs are filtered according to Event Type.
Setting values: Success, Error, No filtering
Default setting: No filtering

ⓑ **Event Category/ID**
The logs are filtered according to Event Category/ID.
Setting values: No filtering, Disk, Network, Service/Add to library, Service/Upload or Import to Video Inbox, Service/Streaming, Service/Schedule, Service/BEC
Default setting: No filtering

ⓒ **Start Date**
The logs are filtered according to Start Date.
If the check box is checked, this filter is activated.
Default setting: No check

ⓓ **End Date**
The logs are filtered according to End Date.
If the check box is checked, this filter is activated.
If unchecked, the Logs list will be updated in real time.
Default setting: No check

ⓔ **Start Time**
The logs are filtered according to Start Time.
If the check box is checked, this filter is activated.
Default setting: No check

ⓕ **End Time**
The logs are filtered according to End Time.
If the check box is checked, this filter is activated.
If the check box is unchecked, the Log list is updated in real time, and the latest log is displayed on the Log list.
Default setting: No check

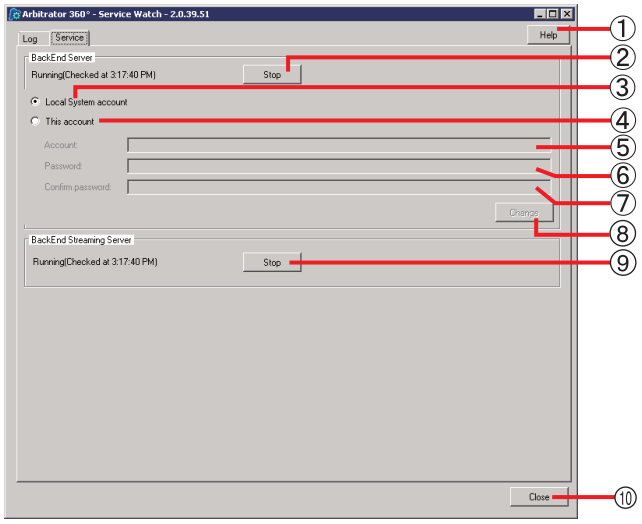
ⓖ **Auto Update**
When the check box is checked, the Log list is updated automatically.

ⓗ **Update button**
Click on this button to update the Log list manually.

⑦ **Close button**
For closing the Service Watch screen.

Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

Service Tab



① **Help button**
When this button is clicked, Help is displayed.

② **Stop button**
When this button is clicked, the Back-End Server stops.

③ **Local System account option button**
Select to use the Local System account.
The Back-End Server is activated with the Local System account. This is the default setting. The user specified in the Local System account has the same authority as the members in the Administrator group.

④ **This account option button**
Select to use this account. When this account is selected, Account and Password should be set.
Select to set the user account for activating the Back-End Server. After selecting this option button, input the user account and password, confirm the password, then click on [Change].

⑤ **Account**
Set the account.

⑥ **Password**
Enter the password.

⑦ **Confirm password**
Reenter the password to confirm it.

⑧ **Change button**
When the setting in Back-End Server section is changed, click on this button.

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⑩ **Close button**
When this button is clicked, the Service Watch stops.

Monitoring the Back-End Server

Filtering

Collected logs are filtered according to the conditions set in the Log Filtering section, and only the filtered logs are displayed on the Log list.

Setting the filtering conditions

Set the filtering conditions following the procedures below.

1. **Select the Event Type from the dropdown list.**
2. **Select the Event Category/ID from the dropdown list.**
3. **Set the Start Date from the dropdown list, and check the check box.**
   If the Start Date is not to be used for filtering, uncheck the check box.
4. **Set the End Date from the dropdown list, and check the check box.**
   If the End Date is not to be used for filtering, uncheck the check box.
5. **Set the Start Time from the dropdown list, and check the check box.**
   If the Start Time is not to be used for filtering, uncheck the check box.
6. **Set the End Time from the dropdown list, and check the check box.**
   If the End Time is not to be used for filtering, uncheck the check box.

Updating the Log list automatically

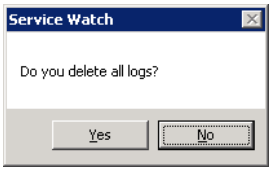
Check the Auto Update check box, and the Log list will be updated automatically.

Updating the Log list manually

Click on [Update]. The Log list is updated.

Deleting the log

1. **Click on [Delete].**
   The confirmation dialog box appears.



2. **Click on [Yes].**
   All log data on the Log list are deleted.

Cancel deleting

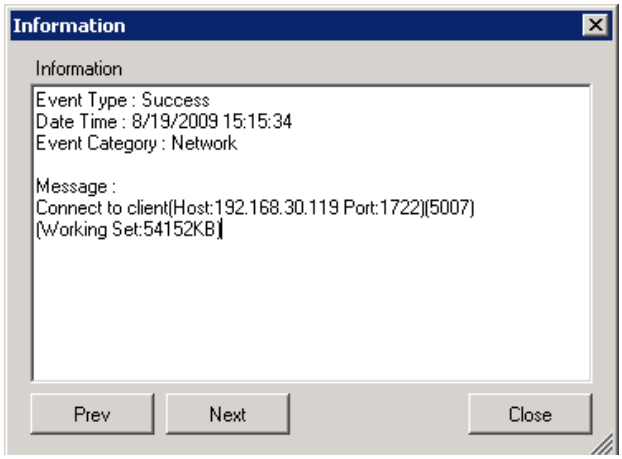
Click on [No] on the confirmation dialog box.

Output the log

1. **Click on [Output].**
2. **Select a folder in which to store the log file then enter the log file name.**
3. **Click on [OK].**
   The log file is created in the specified folder.

Log details

Double-clicking on an item on the Logs list displays the Information screen to show the details of each log.



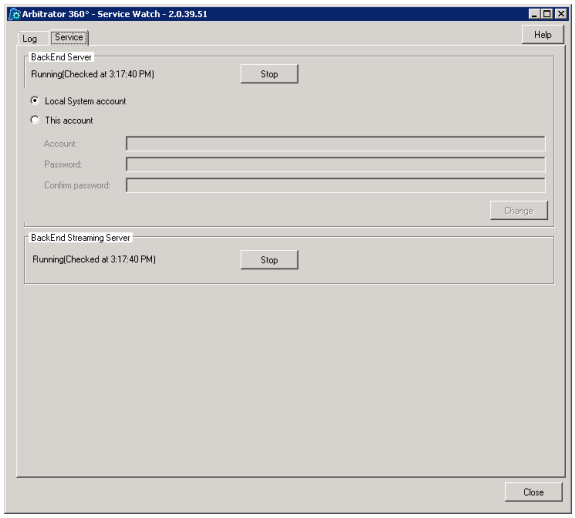
To see the details of the previous log
Click on [Prev].

To see the details of the next log
Click on [Next].

To close the Information screen
Click on [Close].

Service window

Click on the Service tab on the main window. The Service window appears.



To stop the Back-End Server
Click on [Stop] in the Back-End Server section.

Back-End Streaming Server is not available at present. Upgrading is scheduled for the future.

To restart the application
Click on [START].

Note

Only the administrator of the server can stop and restart the application.

Error Message

Message	Measure
“Cannot start BackEnd Server. Please contact to the administrator."	The Back-End server cannot start. Check whether the logged-in user has administrative privileges.
“Cannot start Streaming Server. Please contact to the administrator.”	The Streaming Proxy server cannot start. Check whether the logged-in user has administrative privileges.
“Cannot stop BackEnd Server. Please contact to the administrator.”	The Back-End server cannot be shut down. Check whether the logged-in user has administrative privileges.
“Cannot stop Streaming Server. Please contact to the administrator.”	The Streaming Proxy server cannot be shut down. Check whether the logged-in user has administrative privileges.

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